San Diego County Mental Health Services
Cultural Competence (CC) Training Framework
(draft 9.1.10)

Background:
Over a period of 12 months, members of the San Diego County Mental Health Services Cultural Competence Resource Team (CCRT) Training and Education (T&E) Subcommittee developed its recommendations to the design of the Cultural Competence Academy (CCA). The proposed CCA training curriculum shall utilize up to 40 hours training curriculum designed to create awareness, knowledge and skills development for multiple staff levels.

The CCA curriculum is intended for individuals, programs and agencies that plan to exceed current levels of cultural competence. Individuals that complete the required CCA hours shall be recognized with a County Certification for Cultural Competence. Programs and agencies demonstrating 75% of staff have graduated from the CCA shall be recognized with a certification for Culturally Competent and Proficient Program (CCPP).

CCA certification shall have the following qualifying characteristics:
- CC Program Assessment (CC-PAS)
- CC Staff Assessment (CBMCS)
- CC staff is reflective of the community they serve
- Bilingual capability (Staffing Report on MSR)
- Agency/Program Cultural Competence Plan (copy of document)
- Cultural Competence Program Team (minutes/agenda/membership)
- Polices and Procedures that institutionalize Cultural Competence at all levels of the organization (copy of document)
- Specific culturally competent clinical/service interventions that are (Medical Record Review/MRR)
- Complimentary CC interventions are documented in medical records (MRR)
- Community activities to engage unserved and underserved ethnically diverse populations (MSR)
- Outcomes that demonstrate functional and clinical improvements to include: client satisfaction, penetration and retention rates.
- CC Academy Training certification; documentation that demonstrates that 75% of staff have participated in CCA
- Documentation that demonstrates clinical supervision on CC relevant issues – MRR